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## Redeeming damaged and discoloured banknotes

The Riksbank has the possibility to redeem damaged and discoloured Swedish banknotes. The service is available for citizens of all countries.

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### Make an application

To request redemption of your damaged or discoloured Swedish banknotes, please log in using BankID. Read more about how to proceed if you would like to [apply for a BankID](#).

#### Online form

Log in using BankID.

[Mobile BankID BankID on this device](#)

If you are unable to use BankID, you can make your request through our form:

[Request for the redemption of damaged or discoloured Swedish banknotes \(PDF\)](#).

### Conditions for redemption

The Riksbank redeems the banknotes for their full value if an area of at least two-thirds of the total banknote remains intact, or half of the total amount if an area of less than two-thirds, but more than one-third of the total banknote remains intact.

The [Riksbank's statutes \(RBFS 2020:1\)](#) state the conditions for redemption.

### What does the process look like?

#### 1. Submit your request

The first step for those who wish to redeem banknotes is to submit your request. This is easily done via BankID, but you are also able to use our form for redemption.

## 2. Send the banknotes to us

Once you have completed your request, send it together with the banknotes to the Riksbank at: Sveriges riksbank, Inlösen, 103 37 Stockholm. Contact your local post office if you want to know more about the postal service's insurance terms.

## 3. Processing

Once we have received your request, we will begin to process it. The processing time is normally 3-4 weeks. Cases that need to be supplemented with additional information will have a longer processing time.

Your request is assessed on the basis of [The Sveriges Riksbank Act](#), [Anti-Money Laundering Act \(swedishbankers.se\)](#) and [The Riksbank's regulations \(PDF\)](#).

## 4. Decision

Based on the information you have submitted, the Riksbank will form a decision. If your request is approved you will receive the value of your banknotes transferred to your bank account.

## Questions & answers

### Can I come to the Riksbank and submit invalid banknotes?

No, the Riksbank does not have an office where you can hand in the banknotes. Instead, you need to post them to us and choose whether you want to do so via ordinary mail, registered letter or insured parcel. For more information regarding postal items, please refer to your local post office.

### How do I know that the Riksbank has received my banknotes?

Unfortunately, the Riksbank has no possibility to send confirmation that we have received your letter/parcel. If you have sent it as a registered letter or insured parcel, you can track your mail yourself on Postnord's website, [www.postnord.se](http://www.postnord.se). If you have provided an e-mail address in your application, you will receive a confirmation as soon as your application has been registered with us. Please note that the processing time for submitted applications varies.

### Does the Riksbank redeem coins?

No. The Riksbank does not redeem coins. The 1, 2 and 5-krona coins that became invalid in 2017 cannot be redeemed at ordinary banks or at the Riksbank. These coins can be regarded as scrap metal and can therefore be sent for metal recycling. For questions regarding the potential value to a collector of any coins, please refer to numismatists/coin dealers.

[More questions & answers](#)

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## Contact

Contact the Riksbank, telephone 08-787 09 06. Telephone hours are non-holiday weekdays:

- Monday 1pm to 3pm,
- Wednesday 9am to 11am

You can also contact us by email at [inlosen@riksbank.se](mailto:inlosen@riksbank.se).

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